Los Angeles Unified Homelessness Response Center Metrics

General
- UHRC and department data will be collected, analyzed, and reported internally on a quarterly basis
- Data will include whether the response was initiated by a complaint (e.g., 311, call to elected office) or proactively by outreach or other personnel
- UHRC will expand and enhance its tracking system to include: requests for assistance; requesting departments or agencies; strategies employed; response time; and close out.

Unified Homelessness Response Center
- Number of requests specific to UHRC
- Response time
- Number of responses with all components present (LAPD, LASAN, & LAHSA)
- Voluntary compliance
- RVs
- Repeat locations and cleanups
- Requests and responses specific to A Bridge Home Focus Areas
- Better communication

Los Angeles Police Department
- Part I crime
- Significant incidents
- Uses of force
- Citations, Releases from Custody (RFCs) for quality of life crimes
- Homeless victims and suspects

Bureau of Sanitation
- Will report back on reclassifying and rerouting Code 55 SRs (homeless encampment cleanups) to Code 58 SRs (spot cleaning or rapid response) through the UHRC
- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste – tonnage
- Human waste – pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia
- Property stored
- Voluntary property stored (e.g., Bin @ El Pueblo)

Los Angeles Homeless Services Authority*
- LAHSA will report data specifically from their A Bridge Home outreach teams
- LAHSA reporting will align with the City's updated Comprehensive Homeless Strategy
- Contacts, engagements, referrals, crisis housing or shelter placements, linkages to permanent housing resources, permanent housing placements

* LAHSA prepares quarterly reports for LA County and LA City (HCID); LAHSA will provide these reports to the UHRC

Department of Transportation
- Number of RV calls
- Sign postings
- Street closures / traffic control

Los Angeles Fire Department
- Number of arson fires (i.e., dollar loss, open cases, arrests)
- Number of homeless contacts
- Number of homeless transports
- Number of homeless deaths

METRO
- *Pending*

Department of Recreation and Parks
- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste – tonnage
- Human waste – pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia

Bureau of Street Services
- Curb miles swept
- Debris collected
- Typhus-related metrics (e.g., rodent burrows treated, tree wells treated)